HCBS Manual Transmittal 2006-1:   Chapter 112, Statewide Access System

TO: Executive Directors, Regional Development Centers
              Executive Director, The Legacy Link, Inc.
              Executive Director, SOWEGA Council on Aging, Inc.
              Directors, Area Agencies on Aging

FROM: Maria Greene, Director
              Division of Aging Services

DATE: August 8, 2005

This chapter is the consolidation, revision and expansion of previously-published DAS policies which implemented the single-entry point for aging services, or Gateway. Enclosed is a rather lengthy compilation of questions and comments we received through the external and internal review processes. We provide them, along with our responses, for your convenience. Thank you to everyone who provided feedback and suggestions.

We would like to emphasize through this transmittal letter that the preferred operational model for Gateway is the first model illustrated.   We believe that this model yields a more productive process and ultimately a greater degree of consumer satisfaction. Division staff will work with each Area Agency to identify, plan and implement short-term and longer-term improvements to its Gateway processes and results.

Due to technical difficulties within DHR, our website still is under reconstruction at this time; we will post this transmittal memorandum and the manual chapter as soon as possible.   Please share this issuance and manual chapter electronically or by providing print copies in a timely manner to all AAA and provider staff who need this information.

Again, we thank you for your ongoing support of and participation in the policy development process.   If you have questions, please contact your assigned Aging Services Coordinator or Beverly Littlefield at 404-657-5322 or by e-mail at brlittle@dhr.state.ga.us.

C: DAS Leadership Team